

# **PSEG LONG ISLAND**

## **Storm Ready: Understanding PSEG LI's Storm Restoration Process and What You Can Do to Prepare**

*Louis DeBrino, Manager, Emergency Preparedness  
September 22, 2015*

# **PSEG Long Island:**

## **Who We Are and the Promises We've Made**

# PSEG Vision, Mission and Strategic Objectives



## PSEG Long Island Mission Statement

Build an industry leading electric company dedicated to providing our Long Island and Rockaways customers with exceptional customer service, **best-in-class reliability and storm response**, and a strong level of involvement in the communities in which we live and work.

## PSEG Long Island Strategic Objectives

- Ensuring the safety of our employees and the public.
- Making customer satisfaction, including cost, the priority of every employee.
- Working to maintain best-in class electric reliability.
- **Enhancing the storm response process.**

# **PSEG Long Island:**

## **System Overview and Restoration Priorities**

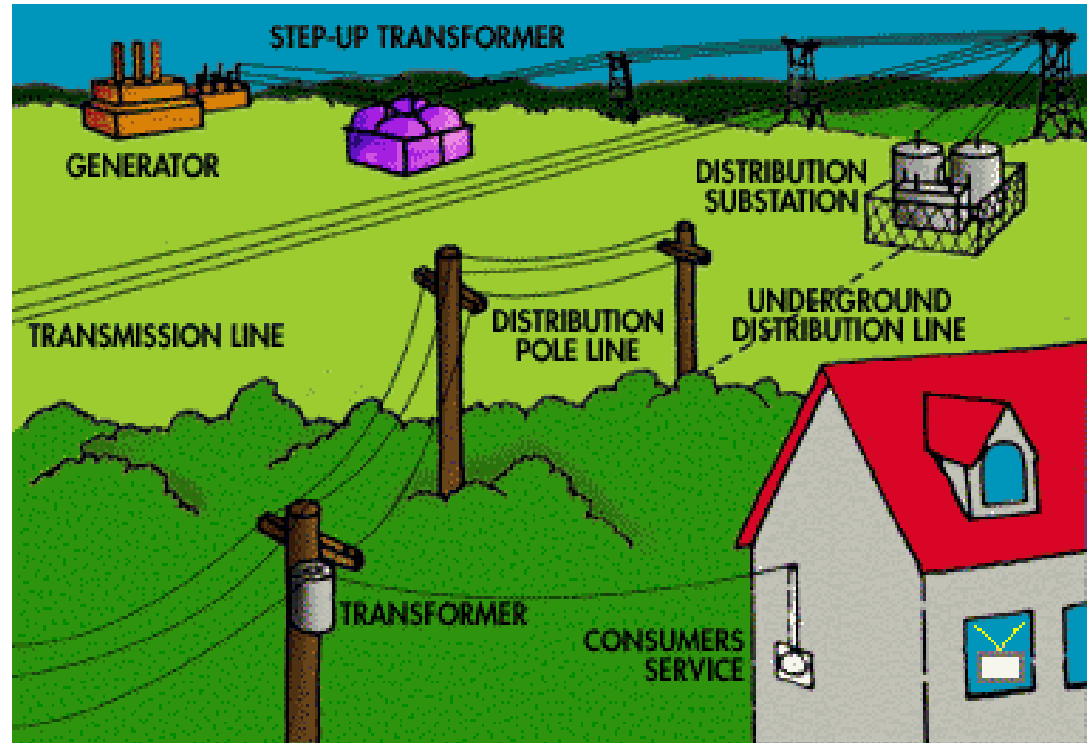
# Transmission and Distribution (T&D) System Overview

- T&D System Components

- Transmission Lines
- Substations
- High Voltage Distribution Lines
- Transformers
- Secondary (lower voltage) wires
- Service wires to individual homes and businesses

- System Damage

- Each system component can be a potential damage location during storms and many outages are caused by multiple damage locations



# System Restoration Priorities

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- Electric Transmission and Distribution System is comprised of several components and is restored in a systematic approach
  - Need to first restore the transmission system, often referred to as the system “backbone”
  - Simultaneously, repair any substation issues
  - Proceed to re-energize the distribution circuits by repairing and energizing the three phase main (these are the primary feeds to communities)
  - Proceed to restore the single phase primary (these are the feeds to individual neighborhoods)
  - Proceed to transformers, secondary wire and individual house service drops

# Customer Restoration Priorities

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- Large outage jobs first
  - Priority given to repairs that will restore the largest number of customers as quickly as possible
- Concurrently focus on areas of Public Safety and Health Facilities
  - Hospitals
  - Water Pumping Stations
  - Sewer Treatment Plants
  - Nursing Homes
  - Evacuation Shelters
  - Schools
- Commercial customers are connected to the main line and will therefore be restored more quickly
- Each job may require specialty equipment and specific skill sets or may need to be “made safe” before field workers can restore power



# PSEG Long Island: Restoration Challenges



# Restoration Challenges

- Large storms, can impact the entire east coast of the US – and beyond, making the request for help from off-island resources more challenging
  - Neighboring utilities often cannot release crews – they are looking for help, too
  - Assistance must travel long distances in bucket trucks and move heavy equipment
- Access to rear property poles makes restoration more difficult
  - Equipment must be manually brought in, thus extending restoration times



# Restoration Challenges

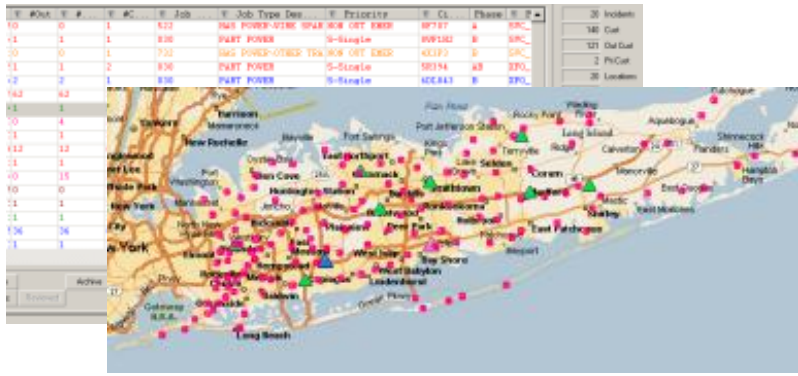
- Debris from trees and other objects
  - Trees often have to be cut away and downed poles removed in order to begin restoration
- Working safe
  - Areas sometimes must be de-energized in order to ensure safety to field crews
  - Crews routinely work 16-hour shifts in hazardous conditions
  - Additional crews brought in from outside our area are unfamiliar with the Long Island service territory



# **PSEG Long Island:** **Enhancing the Storm Restoration Process**

# Enhancing the Storm Restoration Process

## New Tools, Processes and Technologies



New Outage Management System (OMS)



Roadway Debris Removal Assistance for Towns



Storm Hardening Efforts



Formalized Flood Restoration Process



Electronic Data Collection in the Field

# Enhanced Communications During Storms

- Comprehensive Communication Process
  - New model gives PSEG LI full responsibility for communicating to public, media, & government officials
- Increased use of Press Releases and Briefings
- Daily Municipal Conference Calls with elected leaders and municipal officials
- Improved Website with Storm Center
- Expanded Social Media Team
  - Facebook & Twitter
- Email Blasts and Notifications

## Report an Outage

For status updates, be sure your contact info is [up-to-date](#).



### Online

Log in anywhere, anytime and report your outage.

[Report an Outage Online](#)



### Text OUT to PSEGLI (773454)

Requires one time registration. Text REG to PSEGLI. [Learn more](#)



### Call 1-800-490-0075

Call us 24/7 to report an outage, emergency or down wire. [Learn more](#)



### Mobile

Visit us on your smartphone at [psegliny.com](https://psegliny.com)



# Helpful Information Before, During and After the Storm

FOR HOME

FOR BUSINESS

ABOUT US

CUSTOMER SERVICE

My Account Login

Storm Ready:  
Prepare Your  
Business  
Webinar

As hurricane season approaches, is your business ready? Please join us on June 18 for a free webinar on preparing your business for storm season.

Learn More

Username

Password

Register Now

Forgot Password?

Unable to Log In Using Safari?

Login

Report an Outage

Pay Your Bill

Storm Center

Do Not Fall Victim to a Scam

Scam Alert

Beware of suspicious activity and trust your instincts.

Storm Center

Rate Plan Filing

Visit us at [www.psegliny.com](http://www.psegliny.com)

# PSEG LI “Storm Center” Website

[FOR HOME](#) [FOR BUSINESS](#) [ABOUT US](#) [CUSTOMER SERVICE](#) [My Account Login](#)

HOME > CUSTOMER SERVICE > **STORM CENTER**

## Welcome to the Storm Center


**Stay safe and be prepared - whatever the weather.**

Never touch a down wire. Assume all wires are live. Call us at 800-490-0075.

- [Preparing Your Home and Family](#)
- [Preparing Your Business](#)
- [Storm Safety & Preparedness](#)
- [Our Storm Restoration Process](#)

### Update Your Contact Information

Stay Connected. Log in to [My Account](#) and update your information today.




#### Outage Map

Use this map to gain 24/7 access to real-time outage and restoration information.

[View Outage Map](#)

#### Report an Outage


For status updates, be sure your contact info is [up-to-date](#).

 **Online**

Log in anywhere, anytime and report your outage.

Get Ready with Sesame

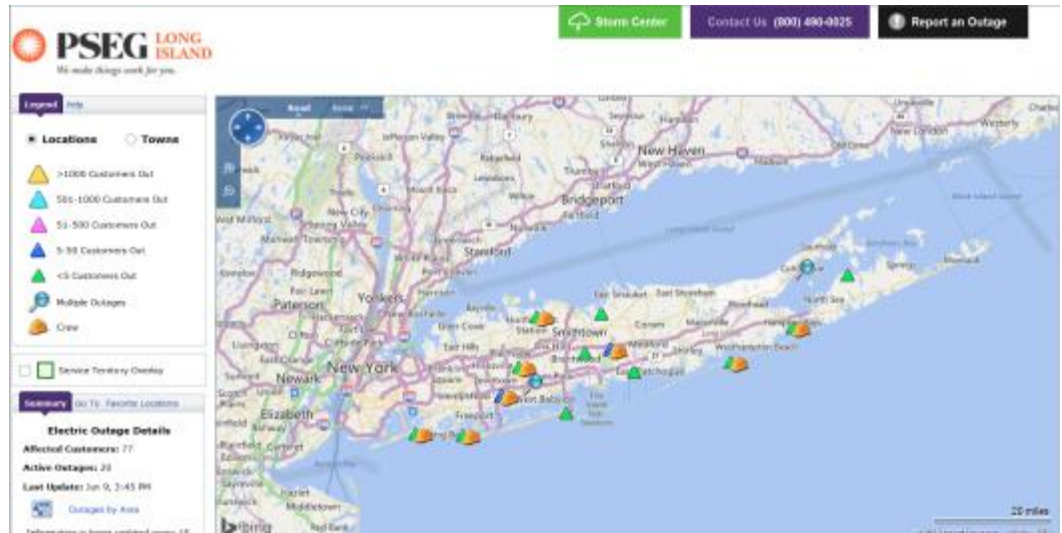
<https://www.psegliny.com/CustomerService/StormCenter>

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# PSEG LI Outage Map

- Normal Conditions
  - Individual outage data
  - Crew status
  - Estimated Time of Restoration
- Large Scale Outages
  - Area outage data
  - Regional based Estimated Time of Restoration
  - Individual updates and notifications as jobs are assigned for repair







# Preparing Your Home and Family

**PSEG** LONG ISLAND  
*We make things work for you.*

Contact Us (800) 490-0025

 Report an Outage




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HOME » CUSTOMER SERVICE » STORM CENTER » STORM SAFETY & PREPAREDNESS » **PREPARING YOUR HOME**

**Storm Safety & Preparedness**

Outage Map

Power Outage FAQ

Report an Outage

Storm Restoration

Storm Safety & Preparedness

▶ **Preparing Your Home**

Preparing Your Business

Seasonal Weather Tips

After a Storm

Food Preservation


Emergency Resources

PSEG Goes to Sesame Street

## Preparing Your Home & Family

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services, such as water, gas, electricity, or telephones were cut off? Families can and do cope with disaster by preparing in advance and working together as a team. Knowing what to do to safeguard your family and property is your best protection and your responsibility.

- ▶ [Make a Kit of Emergency Supplies](#)
- ▶ [Items for Those with Special Needs](#)
- ▶ [Have an Emergency Communications Plan](#)
- ▶ [Create an Evacuation Plan](#)
- ▶ [Generator Safety](#)




### Make a Kit of Emergency Supplies

Be prepared to improvise and use what you have on hand to make it on your own for the duration of the emergency event:

**Our Commitment**

# Storm Safety and Preparedness



**PSEG LONG ISLAND**  
*We make things work for you.*

Contact Us (800) 490-0025

Report an Outage

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HOME ▸ CUSTOMER SERVICE ▸ STORM CENTER ▸ **STORM SAFETY & PREPAREDNESS**


## Storm Center

- For Residential Customers
- For Business Customers
- Contact Us
- Storm Center
  - Outage Map
  - Power Outage FAQ
  - Report an Outage
  - Storm Restoration
  - ▶ Storm Safety & Preparedness**
    - Preparing Your Home
    - Preparing Your Business
    - Seasonal Weather Tips
    - After a Storm
    - Food Preservation
    - Emergency Resources
    - PSEG Goes to Sesame Street


## Storm Safety & Preparedness

Disaster can strike quickly and without warning. What would you do if basic services, such as water, electricity, or phones were cut off?


### Stay Safe & Informed




[Preparing Your Home & Family](#)  
Disaster can strike quickly and without warning. What would you do if basic services, such as electricity were cut off?



[Preparing Your Business](#)  
When planning for a storm, remember that not all emergencies allow for time to prepare. That's why the time to prepare is now.



[Seasonal Weather Tips](#)  
Follow certain storm preparation recommendations to help ensure your safety and comfort for every type of storm - from lightning to snow.




### Get Ready with Sesame!

Teach kids how to be safe and prepare with the "Let's Get Ready" app!  
[Learn more and download the app!](#)

### Additional Resources

- ▶ [Critical Care Customers](#)
- ▶ [Emergency Resources](#)
- ▶ [Food Preservation](#)
- ▶ [Generator Safety](#)
- ▶ [Power Outage FAQ](#)

# Storm Safety and Preparedness



**PSEG LONG ISLAND**  
*We make things work for you.*

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HOME > CUSTOMER SERVICE > STORM CENTER > PSEG GOES TO SESAME STREET

### Storm Center

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  - Storm Safety & Preparedness
- PSEG Goes to Sesame Street**

### Our Commitment

Keeping the lights on isn't just a job for us; it's our mission. And we bring that spirit to work every day.



**123 SESAME STREET**  
Here for families and communities.


Safe, sound and prepared.

## PSEG Goes to Sesame Street

### Let's Get Ready and be Here For Each Other!

The PSEG Foundation has partnered with Sesame Workshop to develop Let's Get Ready: Planning Together for Emergencies, and Here For Each Other: Helping Families After Emergencies, free emergency preparedness and response initiatives in English and Spanish.

The initiatives are aimed at instituting emergency preparedness into families' routines through simple tips, strategies, and activities, as well as prepare families with effective and comforting ways to



Let's Get Ready and Here For Each Other Long

In the News

# Storm Safety and Preparation Videos

## Storm Safety & Preparation Videos



[Prepare Your Family](#)



[Evacuating](#)



[Staying in Touch](#)



[Our Restoration Process](#)

<https://www.psegliny.com/page.cfm/CustomerService/StormCenter>

[https://www.youtube.com/watch?v=MnKAKB  
ejJ8Q&list=PLFWQccEE12thkraywsgkwNNKJ  
9sFqx\\_pw&index=3](https://www.youtube.com/watch?v=MnKAKB<br/>ejJ8Q&list=PLFWQccEE12thkraywsgkwNNKJ<br/>9sFqx_pw&index=3)

# PSEG – LONG ISLAND

## Questions?